



Legal Assistance Study
Survivor Survey
August 5, 2008

Section A: Demographics

Information provided in this section will help to present accurate data about domestic violence survivors and their needs. If you have questions or concerns about completing this section, please call Renae Tenney at (602) 254-6300.

Date survey completed: _____ Age: _____

Number of children: _____ Born in Arizona? ☐ Yes ☐ No

Are you currently staying in a shelter? ☐ Yes ☐ No

- a. How long have you been in the shelter or program?
☐ 1 week or less ☐ 2-4 weeks ☐ 1-2 months ☐ 3 months or more

b. Please name the shelter or program: _____

Race/Ethnicity (*Please circle the number of the appropriate response.*):

- ☐ White Non-Hispanic
- ☐ Hispanic/Latino
- ☐ African American
- ☐ Native American
- ☐ Asian
- ☐ Pacific Islander
- ☐ Other (*please specify*): _____

Section B: Family Court Cases

1. Have you had a case in family court in the past? ☐ Yes ☐ No

- a. Which types of cases have you had in family court? (*Please check all that apply.*)
- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Divorce | <input type="checkbox"/> Child custody | <input type="checkbox"/> Child support |
| <input type="checkbox"/> Paternity | <input type="checkbox"/> Order of Protection | |

b. How many separate cases? ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7+

2. Do you currently have a case pending in family court? ☐ Yes ☐ No

- a. Which types of cases are currently active? (*Please check all that apply.*)
- | | | |
|------------------------------------|--|--|
| <input type="checkbox"/> Divorce | <input type="checkbox"/> Child custody | <input type="checkbox"/> Child support |
| <input type="checkbox"/> Paternity | <input type="checkbox"/> Order of Protection | |

If you have never had a case in family court and do not need to file a case, you are done with this survey- thank you!

If you have had a case in the past or currently have a case in family court, please continue the survey starting with Section C.

If you need to file a case in family court, please skip to Section E.

Section C: Legal Representation

For the purpose of this survey, legal representation is defined as having a lawyer represent your case in court. Please answer the following questions based on your most recent experience with the family court system involving the areas of divorce, child custody, child support, paternity or protective orders.

3. Did you feel you needed a lawyer to present your family law case in court? ☐ Yes ☐ No

a. How many times? _____

4. Were you represented by a lawyer in court for these family law issues? ☐ Yes ☐ No

a. How many times? _____

5. On average, how long did it take for you to find a lawyer to represent your case?

☐ 1 day ☐ 1 week ☐ 2 weeks ☐ 1 month or longer

6. Did you represent yourself in court for these family law issues? ☐ Yes ☐ No

a. How many times? _____

7. Did a lawyer represent the other party in family court? ☐ Yes ☐ No

8. In your opinion, what was the outcome of the case?

- ☐ Outcome in my favor
- ☐ Outcome in other party's favor
- ☐ Compromise
- ☐ No outcome determined yet
- ☐ Other _____

9. How satisfied were you with the outcome of this case? *(Please circle the number of the appropriate response.)*

Very Dissatisfied

Very Satisfied

1

2

3

4

5

10. How satisfied were you with your experience in family court? *(Please circle the number of the appropriate response.)*

Very dissatisfied				Very satisfied
1	2	3	4	5

11. How prepared did you feel while in court? *(Please circle the number of the appropriate response.)*

Very dissatisfied				Very satisfied
1	2	3	4	5

12. In your opinion, how important is legal representation by a lawyer to domestic violence survivors in family court? *(Please circle the number of the appropriate response.)*

Not at all important				Very important
1	2	3	4	5

13. In your opinion, what can be done to make legal representation by a lawyer more available in family court?

14. In your opinion, what can be done to make legal representation by a lawyer more effective in family court?

15. What challenges, if any, did you face securing legal representation? *(Please check all that apply.)*

- ☐ No legal representation available
- ☐ No translation services available
- ☐ No money available to pay for filing
- ☐ No challenges
- ☐ Other *(please specify)*: _____

a. Were these challenges resolved? ☐ Yes ☐ No

b. What resulted from any unresolved challenges?

Section D: Legal Assistance

For the purpose of this survey, legal assistance is defined as discussions with lawyers, legal advocates, paralegals, lay legal advocates and certified document preparation specialists in preparation for representing your own case in family court. Legal assistance could include help with completing paperwork, filing petitions, applying for a protective order and/or advocate accompaniment in court. A lawyer would not be helping you in the court room.

Again, please answer the following questions based on your most recent experience with the family court system involving the areas of divorce, child custody, child support, paternity or protective orders.

16. Did you feel you needed legal assistance with your family law issues? ☐ Yes ☐ No

a. How many times? _____

17. Did you receive legal assistance with your family law issues? ☐ Yes ☐ No

a. Number of Cases _____ and/or Number of Times _____

18. On average, how long did it take for you to find the appropriate legal assistance for your case?

☐ 1 day ☐ 1 week ☐ 2 weeks ☐ 1 month or longer

19. Where did you receive legal assistance? *(Please check all that apply.)*

- ☐ Fresh Start Women's Resource Center
- ☐ Arizona Coalition Against Domestic Violence Legal Advocacy Hotline
- ☐ Shelter advocates
- ☐ Family Advocacy Centers
- ☐ Community Legal Services
- ☐ Tribal Legal Services
- ☐ Family Lawyer's Assistance Project
- ☐ Court Legal Advocates
- ☐ Other Community-Based Services _____
- ☐ Other _____

20. What was the cost of the legal assistance? *(Please check one.)*

- ☐ Free
- ☐ Sliding Scale
- ☐ Full Price

21. What type of legal assistance did you receive? *(Please check all that apply.)*

- ☐ Preparing/completing/filing court paperwork
- ☐ Applying for Protective Order
- ☐ Explanation of your legal rights/options
- ☐ Explanation of family court process/procedures
- ☐ Legal consultation
- ☐ Accompaniment to court by legal advocate
- ☐ Other _____

22. How beneficial was each type of legal assistance you received? *(Please circle the number of the appropriate response for the services you received.)*

a. Preparing/completing/filing paperwork

☐ Doesn't apply to me.

Not helpful

1

2

3

4

Very helpful

5

b. Applying for Protective Order

☐ Doesn't apply to me

Not helpful

1

2

3

4

Very helpful

5

c. Explanation of legal rights/options

☐ Doesn't apply to me

Not helpful

1

2

3

4

Very helpful

5

d. Explanation of family court process/procedures

☐ Doesn't apply to me

Not helpful

1

2

3

4

Very helpful

5

e. Legal consultation

☐ Doesn't apply to me

Not helpful

1

2

3

4

Very helpful

5

f. Accompanied to court

☐ Doesn't apply to me

Not helpful

1

2

3

4

Very helpful

5

g. Other _____

Not helpful

1

2

3

4

Very helpful

5

23. If you did not receive legal assistance, why? *(Please check all that apply.)*

☐ Not enough money to pay for it

☐ Couldn't find assistance

☐ Didn't know this help was available

☐ Assistance not available in my language

☐ Lacked transportation

☐ Not eligible for assistance

☐ Didn't need assistance

☐ Other *(please specify)*: _____

24. If you did not receive assistance, what happened as a result of not receiving assistance?

25. If you did not receive assistance, what type of legal assistance do you think would have been most helpful for presenting your case in court? *(Please check all that apply.)*

- ☐ Preparing/completing/filing paperwork
- ☐ Applying for Protective Order
- ☐ Explanation of your legal rights/options
- ☐ Explanation of family court process/procedures
- ☐ Legal consultation
- ☐ Accompaniment to court by legal advocate
- ☐ Other _____

26. In your opinion, how important is legal assistance to domestic violence survivors representing themselves in family court? *(Please circle the number of the appropriate response.)*

Not at all important					Very important
1	2	3	4	5	

27. In your opinion, what can be done to make legal assistance more available for domestic violence survivors representing themselves in family court?

28. In your opinion, what can be done to make legal assistance more effective for domestic violence survivors representing themselves in family court?

29. What challenges, if any, did you face securing legal assistance? *(Please check all that apply.)*

- ☐ No legal assistance available
- ☐ No translation services available
- ☐ No money available to pay for filing
- ☐ No challenges
- ☐ Other *(please specify)*: _____

a. Were these challenges resolved? ☐ Yes ☐ No

c. What resulted from any unresolved challenges?

Section E: Needing to File a Case

Please answer the following questions if you need to file a case in family court involving the areas of divorce, child custody, child support, paternity or protective orders.

30. Do you currently need to file a case in family court? ☐ Yes ☐ No

a. In which area? *(Please check all that apply.)*

- ☐ Divorce ☐ Child custody ☐ Child support
☐ Paternity ☐ Order of Protection

31. Do you feel you will need a lawyer to represent you for your family law issues?

☐ Yes ☐ No

32. Do you anticipate obtaining a lawyer to represent you or will you represent yourself in court?

☐ Lawyer ☐ Self-Represent

33. Do you anticipate seeking legal assistance? ☐ Yes ☐ No

34. What forms of legal assistance do you anticipate needing?

- ☐ Preparing/completing/filing court paperwork
☐ Applying for Order of Protection
☐ Legal consultation
☐ Accompanied to court
☐ Other _____

Additional Comments: _____

Thank you!

Please return the survey by **September 4, 2008** via fax at (602) 254-6490, by email to rttenney@mag.maricopa.gov or by mail to Renae Tenney at 302 North 1st Avenue, #300, Phoenix, Arizona 85003.

If you have any questions or concerns regarding the survey, please contact Renae Tenney at (602) 254-6300.